

The Creek

Golf House Operations Manager

The Creek Inc. – Locust Valley, NY

Job description

The Creek, a prestigious private club with more than a century of tradition and hospitality, is seeking a dynamic leader to oversee day-to-day operations of the locker room, dining terrace, and bar. This role combines elements of concierge-style guest services, bar and beverage management, and team leadership in a setting that expects five-star service and warm, genuine member engagement.

At The Creek, we believe in being *Special Every Day and Better Every Day*—and we're looking for someone who shares that spirit.

Ideal Candidate Summary:

The ideal candidate for the Locker Room Manager position is a dynamic and personable professional with a natural ability to engage, connect, and create a welcoming environment for members and guests. They are the heartbeat of the locker room, dining terrace and bar, ensuring superior hospitality and a seamless experience while maintaining the highest standards of cleanliness, organization, and service.

Key Attributes:

- **Effusive Personality & Charisma** – A natural ability to make members and guests feel valued, remembered, and welcomed every time they step into the locker room, dining terrace, or bar.
- **Service Heart & Hospitality-Driven** – Passionate about service, going above and beyond to create a comfortable, high-touch experience.
- **Engaging & Personable** – Exceptional interpersonal skills with the ability to anticipate and fulfill member needs before they ask.
- **Detail-Oriented & Organized** – Meticulous in maintaining the golf house's cleanliness, order, and amenities.
- **Proactive Problem Solver** – Quick to resolve issues and member concerns with professionalism and discretion.

Experience & Qualifications:

- **A minimum of three years** of experience in a **luxury private club, high-end hospitality, or resort setting** with a focus on guest services.
- Background in **club operations, food and beverage operations, locker room management, or personal concierge services** preferred.
- Strong leadership experience, including **staff supervision, training, and scheduling**.
- Proven ability to maintain confidentiality, handle high-profile members with discretion, and foster a **member-centric service culture**.

Key Responsibilities:

- **First Impressions Matter** – Greet every member and guest warmly, using names whenever possible to personalize interactions.
- **Luxury Service & Attention to Detail** – Ensure members' needs are met, from providing food and beverages, fresh towels, and amenities to caring for footwear with precision.

- **Ambassador of Hospitality** – Cultivate an inviting atmosphere where members feel **respected, attended to, and truly at home.**
- **Impeccable Cleanliness & Organization** – Maintain pristine locker rooms with high-end amenities, ensuring seamless service and replenishment.
- **Proactive Member Engagement** – Remember preferences, anticipate needs, and provide a level of care that exceeds expectations.
- **Effortless Conflict Resolution** – Handle any member concerns with tact, discretion, and prompt action to uphold the club's high standards.
- **Team Leadership & Development** – Train, mentor, and manage locker room attendants to ensure a culture of excellence.
- **Operational Oversight** – Manage locker assignments, track inventory, oversee budgets, and recommend improvements for enhanced service.
- **Oversee beverage service and bar operations** on the men's terrace, including restocking, inventory, and member service.
- Act as **lead bartender** during peak periods—crafting cocktails, offering recommendations, and ensuring timely, polished service.
- Coordinate with the F&B team to deliver seamless food service to the locker room and terrace areas.
- Maintain POS systems and reconcile daily transactions related to beverage and amenity service.
- Suggest new beverage offerings and seasonal promotions to enhance member enjoyment and engagement.

Why They Will Thrive:

The ideal Locker Room Manager sees **every interaction as an opportunity to create a memorable experience.** They take pride in delivering **five-star service in a private club setting** and have the ability to foster strong relationships while ensuring the locker room operates flawlessly.

Job Types: Full-time, Seasonal

Pay: \$24.00 - \$27.00 per hour

Schedule:

- Holidays
- Monday to Friday
- Overtime
- Weekends as needed

Experience:

- country club or resort: 3 years (Required)

Work Location: In person

Apply to humanresources@creek.net